modules which provide [executable] said code to the agent for use in providing access to services[;], and

wherein said reconfigurable agent is provided with means to select a set of software modules from said plurality of different software modules, in response to user information received at the input, and to invoke and run [the executable] said code provided by said selected set,

each software module comprising at least one process step with one or more associated rules, the behavior of the system in use being determined at least in part by the outcome of application of said one or more associated rules in the process step, and

at least one of said one or more associated rules being external to the software modules and being loaded in a relevant module when that module is run during use of the system.

3. (Amended) A service provision system according to claim 1 [wherein the reconfigurable software agent is provided with an available set of software modules and adopts a reconfiguration at least partly by selecting modules from the set to make available to run in use of the system and which] further [comprises] comprising means for changing [the available set of] said plurality of different software modules for the purpose of upgrading or modifying the service provision system.

7. (Amended) A service provision [on] system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services;

wherein said reconfigurable agent is provided with means to select a set of software modules from said plurality of different software modules, in response to user information received at the input, and to invoke and run [the executable] said code provided by said selected set; [and]

wherein [the reconfigurable software agent comprises, or has access to, a plurality of software modules, each software module being provided with a data structure and associated functionality, at least some of the different configurations of the agent incorporating different respective sets of modules selected from said plurality,] at least one of the software modules [providing] provides adaptation of the service provision system to operating constraints and/or capabilities relevant to usage of the system by a user; and

wherein said adaptation of the service provision system is in response to real-time operating constraints and/or capabilities relevant to usage of the system by a user.

11. (Amended) A service provision system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services;

wherein said reconfigurable agent is provided with means to select a set of software modules from said plurality of different software modules, in response to user information received at the input, and to invoke and run the [executable] said code provided by said selected set; [and]

wherein at least one of the [reconfigurable software agent comprises,] software modules provides selection and/or [has access to, a plurality of] modification of others of the software modules[, each software module being provided with a data structure and associated functionality, at least some of the] between different configurations of the agent [incorporating]; and

wherein at least one of said plurality of different [respective sets of modules selected from said plurality, at least one of the software modules providing selection and/or modification of other software modules of said plurality between different configurations of the agent; and wherein at least one of said plurality of] software modules provides a conflict resolution process for use in resolving conflicts between requirements of software modules of the same selected set.

14. (Amended) A service provision system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services[;],

wherein said reconfigurable agent is provided with means to select a set of software modules from said plurality of different software modules, in response to user information received at the input, and to invoke and run [the executable] said code provided by said selected set; and

wherein [the reconfigurable software agent comprises, or has access to, a plurality of software modules, each software module being provided with a data structure and associated functionality, at least some of the different configurations of the agent incorporating different respective sets of modules selected from said plurality,] at least one software module of the plurality [providing] provides conflict resolution functionality for use in co-ordinating presence of other software modules in a selected set.

16. (Amended) A service provision system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services;

at least some of the different configurations of the agent incorporating different respective sets of modules selected from said plurality,

wherein data input to the system in use, by a user, excludes calling entity identification data, identifying a calling entity accessing the system, and the configuration adopted by the reconfigurable software agent determines that the functionality of the

system includes means for providing cost data to the calling entity in advance of service provision by means of the system.

17. (Amended) A service provision system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services[;],

at least some of the different configurations of the agent incorporating different respective sets of modules selected from said plurality, and

wherein the configuration adopted by the reconfigurable software agent determines that the functionality of the system includes means for accepting payment data from the calling entity in advance of service provision by means of the system.

21. (Amended) A service provision system, for providing services to a user by means of one or more communications network(s),

wherein the service provision system comprises intelligent software agents in a computing environment, which agents co-operate to provide access to services for a system user by invoking and running executable code, or code to be interpreted,

wherein at least one agent is a reconfigurable agent and comprises an input for user information, and further comprises or has access to a plurality of different software modules which provide [executable] said code to the agent for use in providing access to services[;],

wherein said reconfigurable agent is provided with means to select a set of software modules from said plurality of different software modules, in response to user information received at the input, and to invoke and run the [executable] said code provided by said selected set; and

wherein the reconfigurable agent has a plurality of different configurations available to it, and can reconfigure to make transitions between configurations of said plurality, during use of the system, direct transitions between predetermined pairs of the configurations being unavailable.